

CWSI.



The Workplace Platform

Futureproof your Mobile
Workforce.

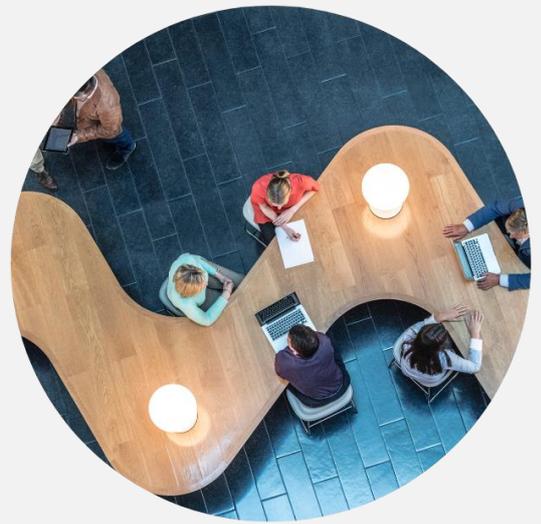
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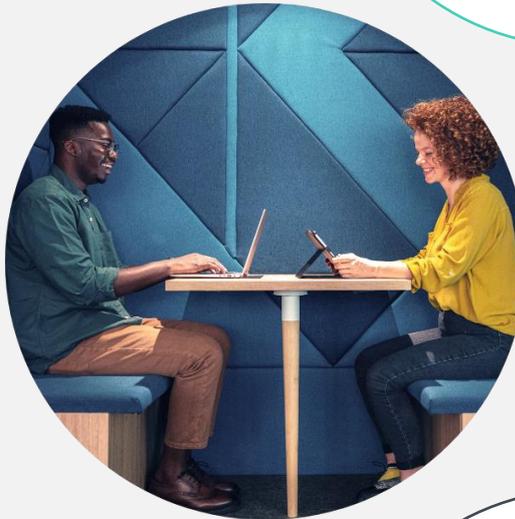
1. Introduction



2. Mobile Management: a new context



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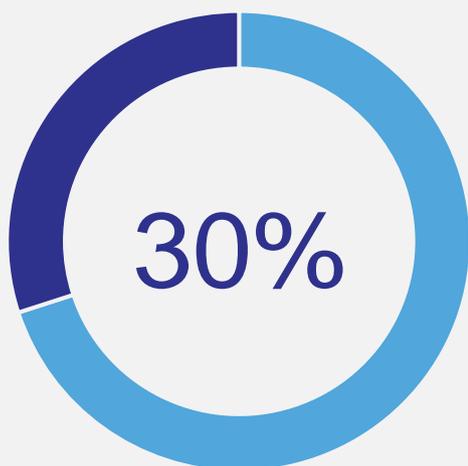
4. Why CWSI?

1. Introduction

The way we work has changed forever. Today's modern workplace, where people want to work anywhere, anytime, on any device, is here to stay. Just as we had to adapt to rapidly changing work practices at the onset of the pandemic, we now have to make the 'new normal' work for the long-term.

Statista research¹ shows that 30% of the world's workforce now work exclusively from home, while around 60% of companies are now actively facilitating hybrid working, giving their employees the freedom to choose where they log on.

Research from Gallup² has found that the greatest advantages of hybrid work for employees are improved work-life balance, more efficient use of time, control over work hours and work location, burnout mitigation, and higher productivity.



of the world's workforce now work exclusively from home.

↳ Source: Statista, The State of Remote Working Worldwide

This evolution requires adapting IT policies across entire organisations to ensure critical infrastructure such as laptops, smartphones and other mobile devices cannot only meet and keep pace with modern demands of the modern workplace but enable business success. Employees now expect the same simple, consistent experience regardless of the device type they are using.

This new reality calls for flexible tools that will not only support hybrid workers, but relieve pressure on internal IT teams. **Workplace** is an innovative portal solution which enables organisations to focus on their core business by managing the modern workplace from design, installation, and device acquisition to configuration and direct support for employees.

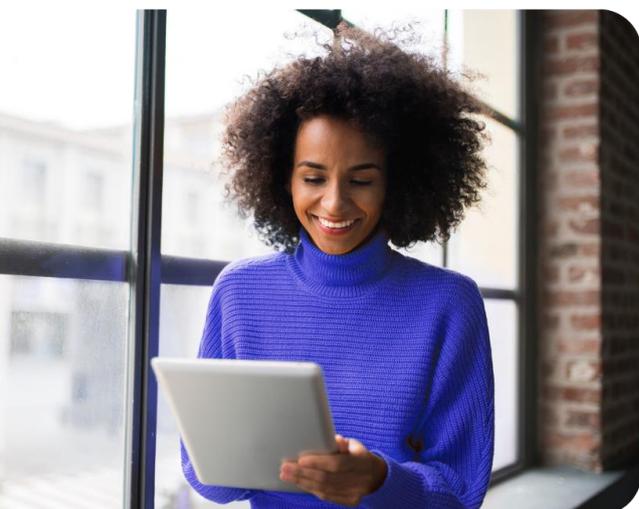
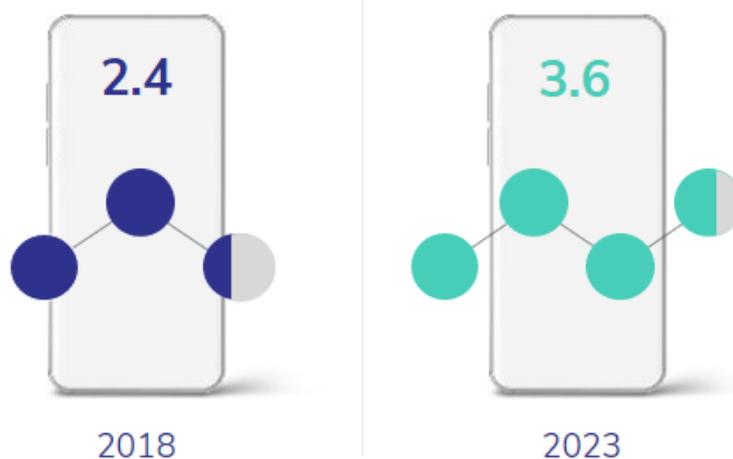
2. Mobile Management: A New Context.

By 2024, Gartner³ expects that organisations providing a total employee experience will outperform competitors by 25% in satisfaction metrics for both customer and employee experience. It believes that IT plays a core role in this employee experience success, as it is about how to use technology and interactions to enhance, empower, and embolden both customers and employees.

2.1 Changes in your IT Department

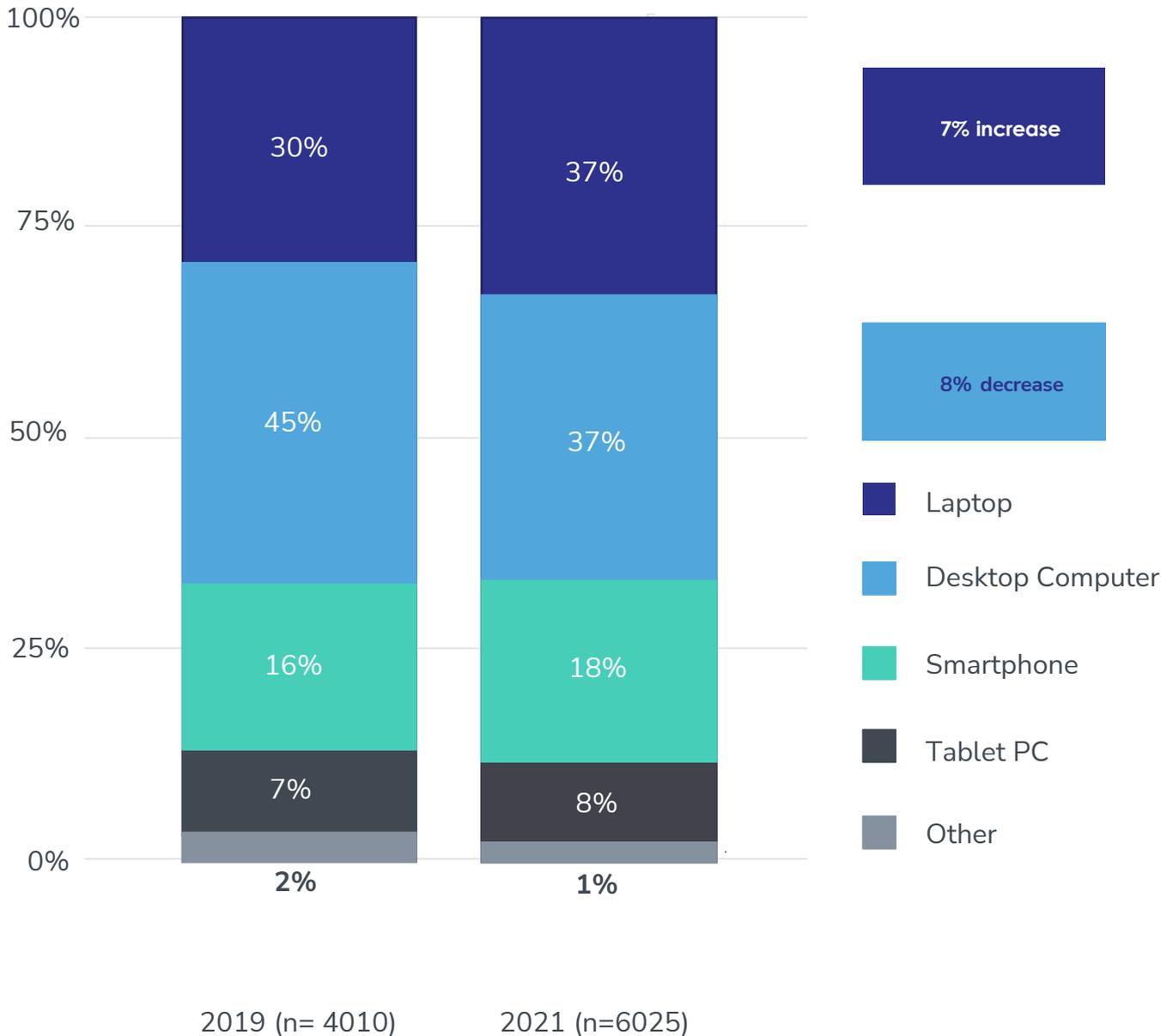
Visibility and Insight

Number of connected devices per person



The **number of connected devices** per employee keeps rising. In 2018, the average was 2.4 devices per employee, but this is expected to climb to 3.6 by the end of 2023. Moreover, employees use these devices in **different ways**: some use them only for work, and some for both work and personal purposes. Furthermore, some employees carry out professional tasks on their own devices (Bring Your Own Device).

Average Time Spent on Devices for Professional Purposes



Source: Gartner (April 2021). Comparable countries: China, France, Germany, India, Singapore, the UK and the US

Growing numbers of devices and the different user models to be managed require a helicopter view. This global snapshot provides insights into the time spent on different devices, the nature of the business information they contain and their security level. We can see clearly how time spent on desktops has fallen, with a marked increase in the use of laptops. Devices are a key asset in your business' security strategy. With Workplace, when employees take up a different role or leave the organisation altogether, the IT department can immediately adjust the user rights and the status of the devices. The integration of all mobile devices within a single platform maintains a holistic overview.

Shortage of Critical Skills

The IT skills gap grows wider each year. According to the Digital Economy and Society Index 2022⁴, the EU's 9 million ICT specialists falls far short of the target of 20 million by 2030. This is not enough to bridge the skills shortages businesses currently face. Due to these ongoing shortages, companies naturally deploy their IT specialists in those areas where they create the most **added value**. Mobile device management often does not rank in that category.

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An organisation that opts for external management in a tight labour market is making optimum use of its knowledge and expertise.

Anonymous Contributor

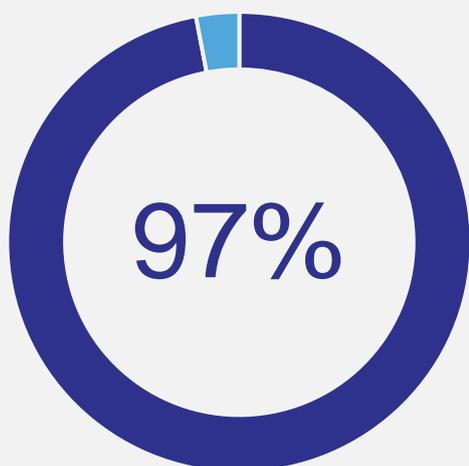
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Cybersecurity and Shadow IT

In an increasingly mobile-first world, hackers are now targeting mobile devices, where smaller screens and more distracted users mean a much higher chance of success. Although firms usually have adequate procedures in place for their devices within the office environment, their **policy** on the use of mobile devices such as laptops, tablets and smartphones is often less than optimal.

According to Checkpoint⁵, most organisations have experienced a mobile malware attack in the last year, and 93% of them began in a device network. The increase in home working and the use of mobile devices at home was undoubtedly a contributing factor. With the number of smartphones, laptops and tablets for professional purposes on the rise, cybercriminals have **additional gateways to your business network**.



In 2020, 97% of companies were the victim of **cyberattacks** via mobile devices.

↳ Source: CheckPoint Mobile Security Report 2021

This is especially true when employees use technologies or systems for professional purposes without the knowledge or authorisation of the IT department, known as Shadow IT. Typical examples include using Google Drive for work-related file storage or using a privately-owned smartphone for professional purposes.

Shadow IT not only turns your business into an easy target for hackers, but it can also have a disastrous effect on compliance with GDPR legislation. After all, confidential information can easily migrate to personal and unprotected storage locations. In addition, the IT department loses its overview and management costs soar.

A **centrally managed solution** helps to secure, protect and manage the use of mobile devices. By automatically registering all devices that connect to the company network on a single platform, all security solutions and settings can be geared to internal company guidelines.



2.2 Key Considerations for your IT Department

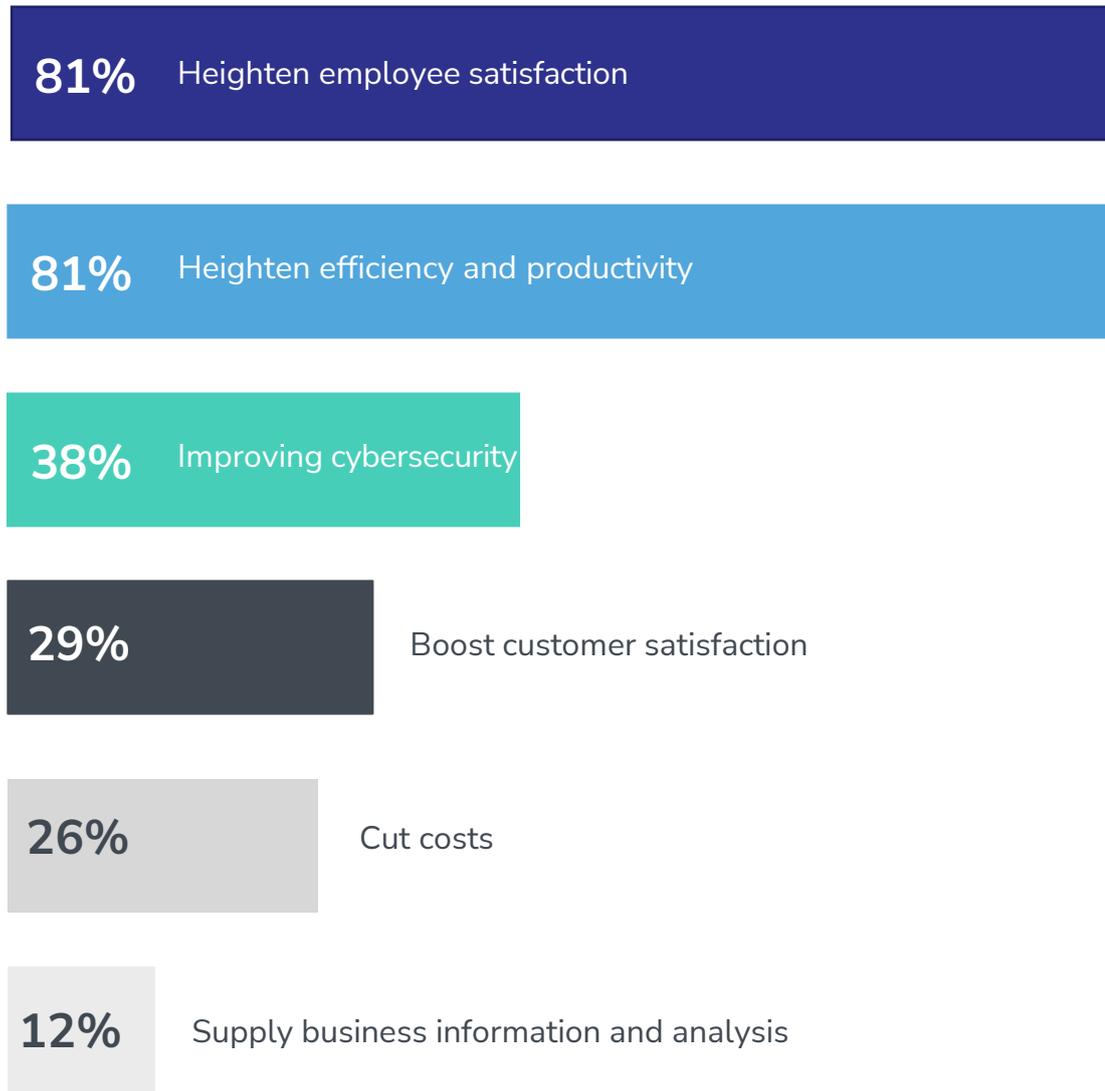
Expectations and Employee Satisfaction

As the **war for talent** rages, companies should look to prioritise employee satisfaction. By 2025, millennials, who were born in the 1980s and 90s, will account for 75 % of the labour market⁶.

That dominant Generation Y has different career expectations and **places higher demands on employers**. They expect to have the freedom to choose which mobile device they work with, as well as the flexibility and tools that come with it.

Is the process for logging into accounts, accessing data and applications, or enrolling new devices too complex? If so, employee satisfaction and productivity will suffer and the workload for IT teams will increase.

What are the Key Factors in your Home Working Strategy?



↳ Source: The EMEA Report (2021). Based on respondents for whom a home working strategy has been implemented or planned. Multiple answers possible.

A European survey by The EMEA Group⁷ on the digital workplace has shown that in 81% of organisations, heightening employee satisfaction, efficiency, and productivity are the key driving factors within their home working strategy. Security is a distant second, with just 38%. Although employers recognise the potential of mobile devices, there is often a discrepancy between employee expectations and the way in which the employer fulfils them.

Mobile Devices as Part of a Flexible Salary Package

Allowing your employees to choose the mobile device they prefer and at the same time offering optimum support prevents friction and contributes to greater employee satisfaction. Outsourcing the management of your mobile fleet enhances your employees' overall job experience. Assigning a smartphone budget is an option that is growing in popularity. It allows employees to choose their own smartphone, possibly with the option of upgrading it. When employees want to order an upgraded model, they can pay the on-top amount themselves through several online banking methods or their flexible income plan. This way your business stays on top of its budget, while enabling its staff to work on a device that dovetails perfectly with their expectations.

Onboarding New Staff

With growing and changing workforces, organisations need a quick, easy, and secure way to onboard new team members. With this solution, devices can be remotely and automatically configured in a single action. Thanks to a streamlined process with **adapted user rights**, new joiners can work efficiently from day one, which increases productivity and relieves some of the strain on IT teams.



Thanks to a streamlined onboarding process with adapted user rights, new joiners can work efficiently from day one. We ship direct to the employee, device works out of the box

Ulrik Van Schepdael
Mobco CEO



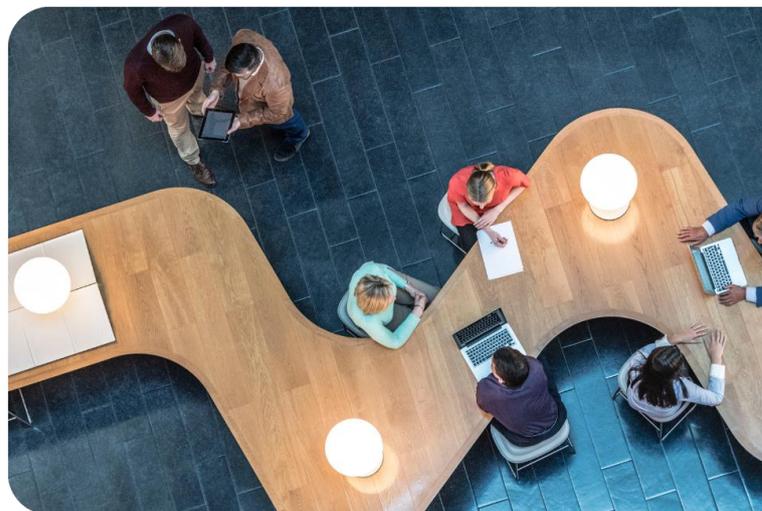
Simplify Reachability in the Event Problems

Home and tele-working have fundamentally changed the way in which we do business. Traditional office hours in a fixed location are no longer the norm and many companies have adopted a decentralised approach and more flexible working hours. A **helpdesk that is only staffed during office hours** no longer meets employee needs. This also applies if employees are in different time zones or working during holidays. Workplace provides access to expert support which extends beyond the typical workday, providing peace of mind for customers.

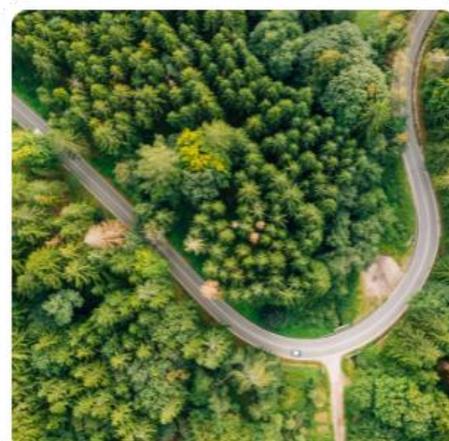
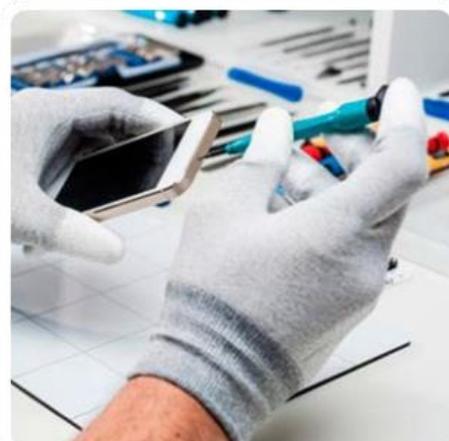
2.3 Key Considerations for Your Organisation as a Whole

Insight Into the Overall Financial Picture

Costs related to the management of devices usually span an entire year. With Workplace, employees can select their preferred devices while organisations have the option to buy or lease devices, set a fixed budget per employee group, or even let employees pay the on-top amount themselves. Workplace helps businesses to stay on top of their budgets.



Sustainability



The average price of a used handset increases, with some models even retaining a sizeable percentage of their initial value at the end of their lifecycle. Maximise your IT budget, claim the residual value of old hardware devices. CWSI takes care of the entire device trade-in process, from real-time quoting and order tracking over secure shipping, and guaranteed data erasure.

With our second life IT services, trading in legacy devices was never easier. We take full responsibility for the entire process, from collecting your IT assets over diagnosis and evaluation to erasure, destruction, and/or repair. We work together with certified partners to offer you the best experience and peace of mind throughout the whole process.



Only 1-3% of smartphones worldwide are recycled.

3. Step by Step

3.1 Management of the Entire Modern Workplace Life Cycle

Workplace is a solution that supports the entire modern workplace life cycle. It carries out the following operational tasks which saves time for IT teams and employees :



Ordering

A new employee joins the company and is given access to the portal. From there they can order hardware in accordance with their budget, as outlined in the company policy.



Follow-up

The portal displays the status of all managed devices in real-time (individually for the employee, consolidated for the fleet manager).



Support

In the event of problems or questions about the device, the end user can submit a ticket in the user portal or contact a helpdesk, including outside office hours. Our mobile experts process this ticket to unburden your employees as much as possible.



Repair or Replacement

If the device is stolen or damaged, we collect it for repair and provide a replacement the following day to ensure business continuity.



Recycling

At the end of the product's life cycle (24 or 36 months) we invite the end user to hand in their device. CWSI takes care of the recycling process and your employee can immediately order a new device.

3.2 What Makes Workplace Unique?



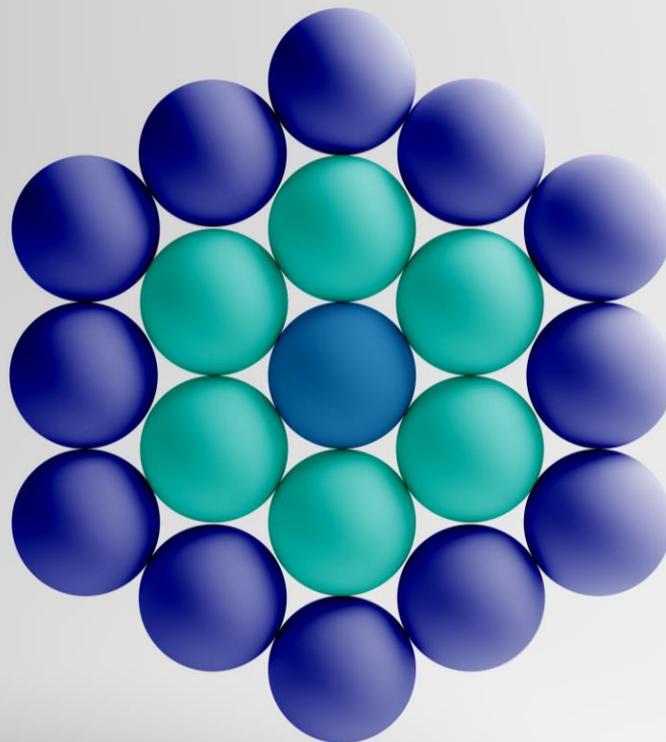
4. Why CWSI?

CWSI is one of Europe's most experienced mobile and cloud security specialists, providing flexibility, security and productivity solutions to the private and public sectors across Europe. Our purpose is to help organisations thrive, and stay secure, in a mobile world.

We leverage our deep expertise in mobile and security along with our channel and geographical reach to deliver and secure the digital employee experience for our customers now and for the future

- + We don't believe in one-size-fits-all solutions.
- + We follow zero-trust principles and best-practice.
- + We are results-driven, not problem-driven.
- + We are progressive, always evolving.

When it comes to remote working, you don't have to compromise on security or compliance. With the right tools, you can have it all. With our experience and expertise in Android, iOS and Microsoft, we can support your business to evolve and adapt to a modern workplace.



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Sources

1. [Statista The State of Remote Work Worldwide](#)
2. [Gallup, The Advantages and Challenges of Hybrid Work](#)
3. [Gartner, The Total Experience Strategy for Better Retail Digital Interactions](#)
4. [Digital Economy and Society Index 2022](#)
5. [CheckPoint, Mobile Security Trends in 2022](#)
6. [The Deloitte Millennial Survey](#)
7. [EMEA Report 2021](#)

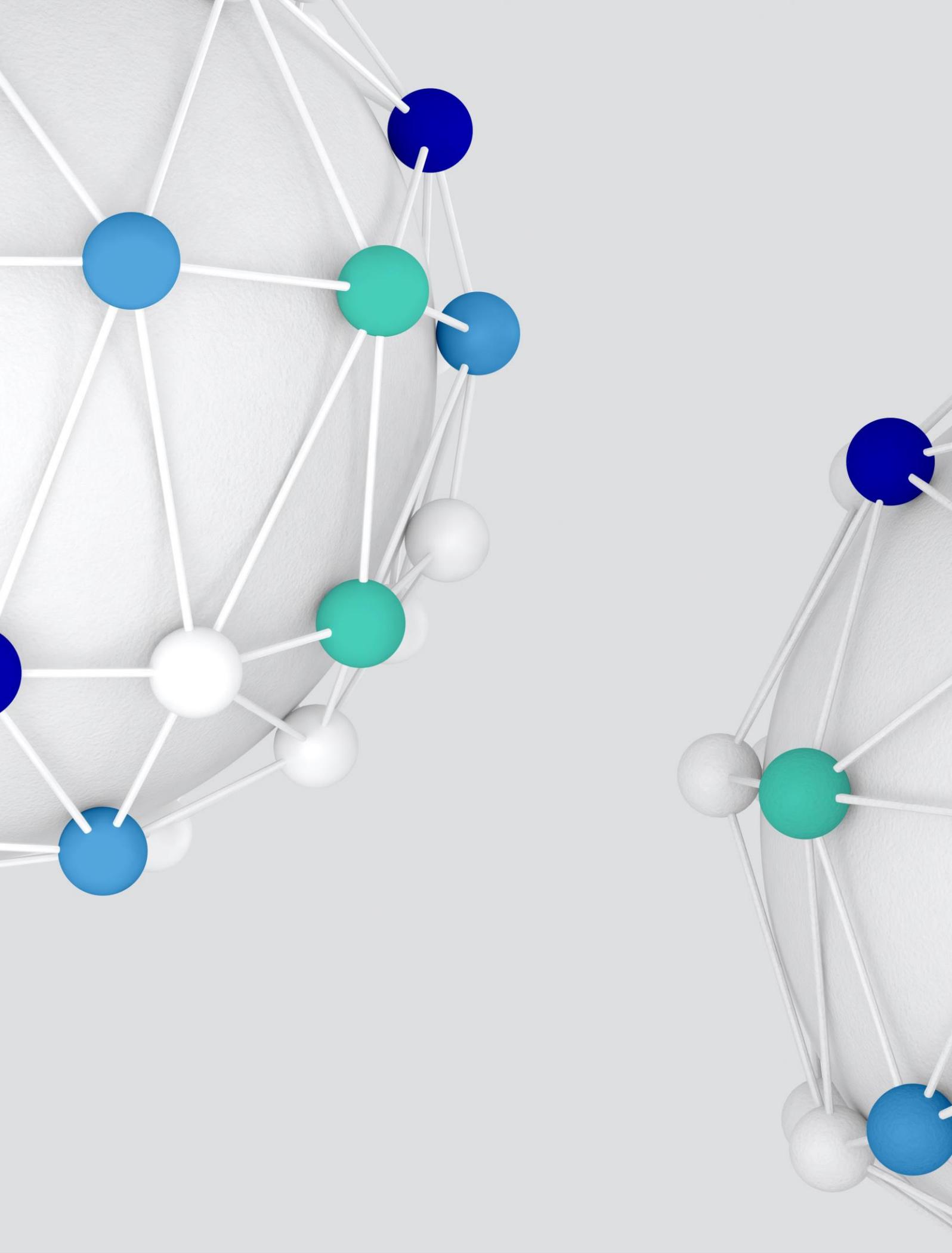


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